

PERSONAL CARE
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Personal Care services provide personal assistance, stand-by-assistance, supervision or cues for persons with the inability to perform one or more of the following activities of daily living: eating, dressing, bathing, toileting, grooming, transferring in and out of bed/chair or walking.¹

Eligible Population

Personal Care services are targeted to persons 60 years of age or older who are frail, have disabilities, or who are at risk of institutional placement. Priority is given to persons in the greatest economic or social need and/or who reside in rural or isolated areas, with particular attention to low-income minority individuals.²

Service Delivery Elements

The Area Agency on Aging or service provider must perform all of the following components of personal care services:

Service-Specific Assessment:

A service-specific assessment utilizing the full Uniform Assessment Instrument must be performed on each potential client to determine:

- Whether the person meets the criteria specified in eligible population;
- Identify the person's service-specific needs;
- What level of priority for service delivery the person meets.
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Care Plan:

A written individualized care plan must be developed which identifies the service components to be provided to the client in response to established need. The plan must be developed prior to service commencement by the service provider with involvement from the client or authorized representative or family member to the greatest extent possible. When "client" is used throughout the standards, it can also mean authorized representative or family member, as deemed appropriate by the agency and/or the client. The client shall be afforded the opportunity by the service provider to participate in the implementation and evaluation of the plan. The plan may be modified to reflect any change in the client's needs.

Each plan shall include:

- identified service needs
- services to be delivered by the service provider and/or by other sources
- goal(s) and objective(s) of service(s) to be provided

¹ National Aging Program Information System Reporting Requirements – State Program Report Definitions

² Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

- service units to be provided

Service Agreement:

A service agreement shall be completed between the client and the service provider. The agreement will explain the service arrangement to the client. The client must receive a copy of the agreement. The agreement should include:

- services to be provided
- scheduled hours/days of service
- information regarding voluntary contributions/payment for service
- emergency procedures (what to do/who to contact)
- severe weather policy

Service Termination Policy:

Personal Care services can be terminated at the discretion of the service provider. The client shall receive a copy of the policy when service begins. Written notification of the termination of personal care services shall be mailed to the client 10 business days in advance of the date the action is to become effective. The service termination policy shall have provisions for:

- a service summary,
- referrals to other community service agencies.

Service Activities:

Service activities provided by the provider agency may include:

- assisting with care of teeth and mouth
- assisting with grooming, to include care of hair, shaving, and ordinary care of nails
- assisting with bathing of individual in bed, in tub, or shower, or sponge bath
- assisting individual with dressing and undressing
- assisting individual to move on/off bed pan, commode or toilet
- assisting individual to turn/change position, transfer, and ambulate
- assisting individual with eating or feeding
- assisting individual with self-administered medications and assuring that individual receives medications at prescribed times; not to include pouring or, in any way, determining dosage of medication
- preparing/serving meals, not to include menu planning for special diets
- other services noted in the Department of Medical Assistance Services (DMAS) Personal Care Services Manual, Chapter 4, pp. 1-2 or other services as noted by agency's certifying entity.

Service Record:

Service documentation on each client must be in accordance with the requirements of the agency's certifying entity.

Service Reassessment:

Service reassessment on each client shall be in accordance with the requirements of the agency's certifying entity or annually.³

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Administrative Elements

The Area Agency on Aging or service provider must perform all of the following components of personal care services:

Certification:

Each personal care service organization providing services according to the above required elements must be approved for payments for providing personal care services by the Department of Medical Assistance Services (DMAS), or can be licensed as a home care organization, or be accredited by one of the following organizations: the Joint Commission on Accreditation for Health Organizations, the National League of Nursing, Home Care University or the Community Health Accreditation Program.

Staff Qualifications:

Staffing:

Provider agencies shall meet or exceed all personnel requirement as set forth by the provider agency's certifying entity.

Job Description:

For each paid and volunteer position, an Area Agency on Aging shall maintain:

- A current and complete job description which shall cover the scope of a personal care worker's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Units of Service:

Units of service must be reported in AIM for each client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Hours (All hours spent assessing the need for; and, arranging and delivering personal care services for the client)
- Persons served (Unduplicated)

³ Older Americans Act of 1965, as amended, Section 314

Program Reports

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month.

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.⁴ There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

- Cost Sharing/Fee for Service Scale: A fee scale for personal care services shall be updated annually and shall include the full cost of providing one unit of service.
 - Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁵
- And/Or
- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁶

Quality Assurance

Criminal Background Checks:

VDA strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service where they go to or into a client's home.

The service provider shall meet or exceed all requirements as set forth by the provider agency's certifying entity for the following activities:

Staff training:

- At hiring, personal care workers should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting allowable activities under this service;
- Workers shall receive a minimum of ten (10) hours per year of in-service training based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service.

⁴ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

⁵ Older Americans Act of 1965, as amended, Section 315(a)

⁶ Older Americans Act of 1965, as amended, Section 315(b)

Program evaluation:

The agency or contractor should conduct regular and systematic analysis of the persons served and the impact of the service. Service providers shall be monitored annually.

Client Records:

Service providers must maintain specific program records that include:

- Full Uniform Assessment Instrument
- Federal Poverty Documentation and cost sharing calculations must be part of the client record. Federal Poverty/VDA Sliding Fee Scale Form may be used.
- Care Plan
- Service Agreement
- Service Reassessment
- Service Documentation
- Service Termination Policy
- Appeal Process
- Service Supervision Documentation
- Consent to Release Information Form
- Other forms as required by provider agency's certifying entity